

COLLECTIVE AGREEMENT

Between

Leiðsögn – Tourist Guide Union

and

The Confederation of Icelandic Enterprise (SA) and the Icelandic Travel Industry Association (SAF)

Article 1

This collective agreement includes amendments and additions to the collective agreement between Leiðsögn – Tourist Guide Union and the Confederation of Icelandic Enterprise (SA) and the Icelandic Travel Industry Association (SAF).

Article 2

Introduction - main objectives

The main objective of this Agreement is to contribute towards reducing inflation and lowering interest rates, which is a matter of great public and commercial interest. The Agreement also aims to increase workers' purchasing power, create economic predictability, reduce inflation expectations and strengthen the competitiveness of the Icelandic business sector. This Agreement also provides for increased productivity for all workers based upon measured productivity and increases to all wage rates included in the Agreement.

Article 3

Wage amendments

Wages shall increase proportionally, with a minimal increase in ISK, unless the wage tables that accompany this Agreement indicate otherwise. Monthly wages refer to fixed monthly wages for daytime work.

1 February 2024	3.25% or ISK 23,750
1 January 2025	3.50% or ISK 23,750
1 January 2026	3.50% or ISK 23,750
1 January 2027	3.50% or ISK 23,750

This Agreement includes wage tables for the years 2024-2027, which are covered by this Agreement.

Wage-related items

Wage-related items in the Agreements increase as stated here, unless otherwise agreed:

1 February 2024	3.25%
1 January 2025	3.50%
1 January 2026	3.50%
1 January 2027	3.50%

Article 4.

December and holiday bonuses

The December bonus for each calendar year, based on full-time employment, is to be as follows:

In 2024	ISK 106,000
In 2025	ISK 110,000
In 2026	ISK 114,000
In 2027	ISK 118,000

The holiday bonus for each holiday allowance year (May 1 to April 30), based on full-time employment, is as follows:

- For the holiday allowance year starting May 1, 2024: ISK 58,000
- For the holiday allowance year starting May 1, 2025: ISK 60,000
- For the holiday allowance year starting May 1, 2026: ISK 62,000
- For the holiday allowance year starting May 1, 2027: ISK 64,000

Article 5.

Holiday

As of 1 May 2024, the following amendments shall apply to Article 6.1.1 on holiday increases (for holiday leave eligible for taking in the allowance year beginning on 1 May 2025):

Holiday entitlement after 8 years' work experience in the field or 5 years with the same company shall be 27 days, with a holiday allowance of 11.59%.

Holiday entitlement after 12 years' work experience in the field or 10 years with the same company shall be 30 days, with a holiday allowance of 13.04%.

1,650 working hours are considered equivalent to one year's work experience in this context. All hours worked in guiding are included in this calculation.

As of 1 May 2025, the following amendments shall apply to Article 6.1.1 on holiday increases (for holiday leave eligible for taking in the allowance year beginning on 1 May 2026):

Holiday entitlement after 5 years' work experience in the field shall be 27 days, with a holiday allowance of 11.59%.

An employee with 10 years' work experience shall be 30 days, with a holiday allowance of 13.04%.

1,650 working hours are considered equivalent to one year's work experience in this context. All hours worked in guiding are included in this calculation.

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Amendments to various protocols of the Agreement

Amendments to Chapter 1 on pay systems and definitions

A new clause 1.2. i regarding mountain guiding shall be added as follows:

Mountain guides are guides who guide hiking tours, mountain tours, glacier tours, ice cave tours, and ski tours. Same rules apply to mountain guides as to other guides.

The first paragraph of Article 1.4 on work experience shall be amended as follows:

In the wage categories for guides, the salary steps are based on experience in guiding.

The fourth paragraph of Article 1.4 on the point system shall be removed.

The second paragraph of Article 1.5.4 on the employer's duty to inform shall be amended as follows (Amendments underlined):

8. Monthly or weekly wage rates, e.g., including references to pay scales, i.e., wage category and wage step, monthly wages from which overtime is calculated, other payments or benefits, as well as the payment period.
9. The length of the regular workday or workweek.
10. Pension fund and supplementary pension fund, if applicable.

Article 1.6 on payslips shall be amended as follows (Amendments underlined):

When wages are paid to an employee, a payslip must accompany the payment, containing, among other things, the identification of the parties, i.e., the national ID number and names.

The payslip or a sheet accompanying the payslip shall show itemized payments, such as in daily wages or paid hours, as well as indicate overtime and bonus payments. Any deductions shall also be itemized. Holiday pay shall be indicated on the payslip. Holiday pay shall be deposited into a vacation account specified by the employee at the time of hiring.

Amendments to Chapter 2 on Wages

Article 2.2.4 on December and vacation bonuses for project-based employees shall be amended as follows:

It is nevertheless permissible to settle December and vacation bonuses after each tour, and the bonuses shall then be calculated as follows for each paid hour of daytime work during the contract period:

- 2024: ISK 99
- 2025: ISK 103
- 2026: ISK 107
- 2027: ISK 110

Amendments to Chapter 3 on working hours, daytime work and daytime working period

Article 3.2.2 on project-based employees shall be amended as follows (amendments underlined):

The wages of project-based employees are paid for the time worked or for pre-agreed travel time, with a minimum of 4 hours, unless it is a longer tour. On longer tours, 11 hours are paid per day, while on tent and cabin tours, 12 hours are paid per day. If a longer tour or tent tour is scheduled to last longer on average over the period according to the trip plan, the entire time worked on the tour is still paid. The same applies if an employee needs to work longer over the period due to a decision by the tour organizer due to emergencies that arise, e.g., due to passenger illness, provided the tour organizer is informed as soon as possible. Efforts should be made to ensure that travel time on coaches will not exceed 9 hours per day.

A new chapter 3.3 on shift work shall be added as follows:

3.3.1. In this agreement, shifts refer to a predetermined work schedule for guides who are employed under clauses a or b in Article 1.1 of this agreement. Shifts shall be at least three hours. Each shift shall run as a continuous period

3.3.2. Shift Schedule

Shifts shall be scheduled for 4 weeks at a time, and the shift schedule must be announced at least one week before it takes effect. It is permissible to make amendments to the shift schedule in consultation with the guide if special needs arise, with the notice provided in Articles 3.3.4.1 and 3.3.4.2 regarding tour cancellations.

3.3.3. Overtime Pay

For work exceeding 37 hours and 30 minutes on average per week in shift work, or 162.5 hours per month, overtime pay shall be paid.

3.3.4. Tour Cancellations

If a tour is cancelled on a guide's workday according to the shift schedule and no other tour is made within the month, daytime wages shall be paid for the tour.

A new paragraph shall be added at the end of Article 3.3.4.2, which becomes 3.4.4.2 with the addition of the shift chapter (other article numbers are adjusted accordingly):

If the start and/or end day of a longer tour is scheduled for less than 3.75 hours, 3.75 hours shall be paid for the day, but if the day is scheduled for less than 7.5 hours but more than 3.75 hours, 7.5 hours shall be paid.

Amendments to Chapter 4 on Meals, accommodation, transportation Costs, and communications

Article 4.1.1 on meals and accommodation shall be amended as follows (amendments underlined):

Guides who cannot reach their homes during tours receive free meals and other accommodation and travel expenses. If a guide must cover any expenses, they shall be reimbursed without delay upon presenting a receipt.

Guides on tours must be provided with adequate facilities for rest during rest periods. Efforts should be made to ensure that the guide has access to accommodation of a comparable standard to that provided to passengers on the tour.

If only inferior conditions, such as sleeping bag accommodations or premises not generally intended for lodging, are available to the guide on hotel tours, half per diem allowance shall be paid according to the assessment of the State Travel Cost Committee.

A new Article 4.1.3 shall be added as follows:

The working time of a guide on a tour is not considered finished until they have reached the accommodation designated by the employer.

Article 4.2.1 shall be amended as follows:

If a guide is called to work with less than one hour's notice, the employer must arrange transportation to the workplace. If public transportation is not available after work, the employer must also arrange transportation from the workplace at the end of the workday.

Amendments to Chapter 6 on Annual holiday

Article 6.1.4 on vacation pay deposits into a vacation account shall be deleted, and other articles shall be moved up.

Article 6.1.6 on illness during vacation shall be amended as follows (amendments underlined):

If an employee becomes seriously ill during a vacation in Iceland, or in a country within the EEA, Switzerland, the United States, the United Kingdom, or Canada, and cannot enjoy the vacation, they must notify the employer on the first day with verifiable means, such as email, unless prevented by force majeure, in which case notification must be given as soon as circumstances allow.

Amendments to Chapter 8 on Workplace Conditions

The following protocols in Chapter 8 on workplace conditions shall be amended as follows (amendments underlined):

8.1. On Workplace Conditions and Safety

8.1.2 First Aid Kit

A first aid kit containing the most common medicines and medical supplies must be available in the group travel vehicle for use in first aid during accidents and emergencies. Medicines and medical supplies shall be in the custody and under the responsibility of the vehicle operator/owner.

Amendments to Chapter 9 on Shop Stewards

Chapter 9 on Shop Stewards shall be amended as follows:

9.1. Selecting shop stewards

It is permissible to elect one permanent guide who is a member of Leiðsögn as a shop steward at each workplace where 5 to 50 guides work, and two permanent shop stewards if there are more than 50 guides at the company. After the election, the relevant trade union nominates the shop stewards. If an election is not possible, shop stewards shall be nominated by the relevant trade union. Shop stewards shall not be elected or nominated for a period longer than two years at a time.

Explanation:

A workplace in this context is considered any company where a group of people work together. Where a company has more than one location, the shop steward must be given the opportunity to perform their duties at all locations, or more shop stewards must be elected to carry out these duties.

9.2. Time for work as shop stewards

Shop stewards at workplaces shall, in consultation with their superiors, be permitted to spend time on work that may be entrusted to them by the employees at the workplace and/or by the relevant trade union in their capacity as shop stewards, without reduction of their wages.

9.3. Access to data

In connection with disputes, shop stewards shall have the right to examine records and work schedules that have a bearing on the matter in dispute. Such information shall be treated as confidential.

9.4. Locker and Telephone

The shop steward in a workplace shall have access to a lockable storage space and a telephone, in consultation with his supervisor

9.5. Meetings

The shop steward in each enterprise shall be able to call a meeting with the employees twice a year, at the workplace and during working hours. These meetings shall begin one hour before the end of the daytime working period if this can be arranged. The meetings shall be called in consultation with the relevant trade union and the managers of the enterprise, with three days' notice, except where the matter to be discussed is extremely urgent and directly connected with a problem at the workplace. In such cases, one day's notice shall be sufficient. Employees' wages shall not be reduced in view of the first hour of the meeting..

9.6. Complaints

Shop stewards shall present employees' complaints to their supervisors or other managers within the company before approaching other parties.

9.7. Courses for shop stewards

Shop stewards in workplaces shall be given the opportunity to attend courses intended to increase their competence in their work. Each shop steward is entitled to attend one or more courses that are organised by the trade unions with the intention to make the shop stewards better equipped to handle their job, for a total of one week per year. Those who attend these courses shall retain their daytime working wages for up to one week each year. In enterprises with more than 15 employees, the shop stewards shall retain their daytime working wages for up to two weeks during the first year. This shall apply to one shop steward in each enterprise with 5–50 employees and to two shop stewards where there are more than 50 employees.

If a course for union representatives is organised in such a way that the representative is absent from work for no more than one day per week, representatives retain their daytime

working income and shift premium for up to ten working days per year. If a union representative attends and all-day course, he shall not be made to work that day.

9.8. Right to attend meetings

During collective bargaining negotiations, members of Leiðsögn elected to negotiation committees are allowed to attend their meetings during working hours. The same applies to representatives at the ASÍ annual meeting and representatives in joint committees of ASÍ and SA. Measures shall be taken to ensure that the absence of these employees from work will have the minimum disruptive effect on the operations of the companies in which they work, and each employee shall consult his supervisor concerning the absences with as much prior notice as possible. The general aim shall be that not more than 1–2 people from each company attend such meetings. Employers shall not be obliged to pay wages for the hours during which the employees are absent

9.9. Further rights

This agreement concerning shop stewards at workplaces shall not abridge the rights of those trade unions that have already, in their collective agreements, acquired further rights regarding shop stewards in workplaces.

Amendments to Chapter 10 on Pension Fund, Sick Leave Fund, and Continuing Education Fund

Paragraph 4 of Article 10.1 on Pension Funds shall be amended as follows (amendments underlined):

The employer's contribution shall amount to 2% against the employee's contribution of 2-4%.

If Leiðsögn joins VR during the term of the agreement, the following amendments will take place in the protocols of Chapter 10 of the collective agreement on pension funds, sick leave funds, etc., at the beginning of the month following the results of the vote.

a. Paragraph 1 of Article 10.1 on Pension Funds

The employee shall pay a 4% contribution to the pension fund on all wages, and the employer shall contribute 11.5% in the same manner. Contributions shall be made to the Pension Fund of Commerce (Lífeyrissjóður verzlunarmanna), unless otherwise agreed.

– See Act No. 19/1979 on Workers' Right to Advance Notice of Termination of Employment and to Wages on Account of Absence through Illness and Accidents. Also see Act No. 55/1980 on Working Terms and Obligatory Pension Rights Insurance.

b. Article 10.2 on Sick Leave Fund

Employers shall pay 1% of employees' wages into the sick leave fund of the relevant trade union, unless higher payments have been agreed upon in collective agreements.

– See Act No. 19/1979 on Workers' Right to Advance Notice of Termination of Employment and to Wages on Account of Absence through Illness and Accidents. Also see Act No. 55/1980 on Working Terms and Obligatory Pension Rights Insurance.

- c. New Article 10.3 on Holiday pay fund shall be added, and other articles shall be moved up:

Employers shall pay 0.25% of the same wage base used to calculate pension fund contributions into the Commercial Workers' Holiday Home Fund (Orlofsheimilasjóður verslunarmanna). The parties to this Agreement agree that the pension funds concerned shall be responsible for the collection of this fee, together with a premium of the same size to be paid to the Community Centre Fund of the Commercial Employers' Association (Félagsheimilasjóður verslunarsamtakanna) or to other employers who are parties to this Agreement, as agreed in further detail by those paying these fees. Collection costs shall be divided equally

– See Act No. 55/1980 on Working Terms and Obligatory Pension Rights Insurance.

- d. Article 10.4 on Vocational Training Fund shall be amended as follows:

Employers shall pay 0.30% of employees' wages into the vocational training fund.

If, on the other hand, the company formally attends to vocational training issues and spends on them an amount comparable to or greater than the proportion stated above, then it shall pay the equivalent of 0.10% of the wages of union members working for the company. The management of the fund shall confirm that these conditions are met on the basis of information provided by the company.

The trade unions shall pay a matching contribution equivalent to one-fourth of the amount paid by the employers towards the project.

– See the agreement between SA and VR/LÍV on vocational training from 1 June 2000.

Amendments to Chapter 11 on Notice Periods

Paragraph 1 of Article 11.1.1 on notice periods shall be amended as follows from January 1, 2025 (amendments underlined):

There is no notice for termination of employment during the first week of employment.

After two weeks of continuous work for the same employer: 12 calendar days.

After 3 months of continuous work for the same employer: 1 month based on the end of the month.

After 2 years of continuous work for the same employer: 2 months based on the end of the month.

After 3 years of continuous work for the same employer: 3 months based on the end of the month.

Article 7.

Contractual Assumptions

This collective agreement is based on the same assumptions as the general collective agreements of the ASÍ associations and unions from March 2024. If amendments are made to the protocols of general collective agreements or the agreement period based on protocols regarding wage increases and productivity increases, or the assumption clauses of the aforementioned agreements, similar amendments shall apply to this agreement. If the general

collective agreements from March 2024 are terminated, this agreement may be terminated simultaneously. Notice of termination must be given within ten working days from the date the general collective agreements are terminated.

Validity Period

The validity period of these collective agreements is from 1 February 2024 to 1 February 2028, and they shall expire without notice.

Ratification of the Collective Agreement

Notice of the ratification of the collective agreements must be given no later than 15:00 on July 17, 2024.

Reykjavík, July 8, 2024

On behalf of Leiðsögn

On behalf of SA and SAF

Protocols

Protocol on Competency Analyses and Professional Certifications [2024]

In a rapidly changing labour market, it is important that job-related skills are visible and certified. Some jobs in the tourism industry have undergone significant changes and become more specialized. The contracting parties agree on the usefulness of conducting competency analyses for these jobs.

Competency analyses are beneficial for employees and contribute to the competitiveness of companies, resulting in advantages for both employees and companies.

Competency analysis involves creating job profiles for specialized roles in tourism in consultation with the Education and Training Service Centre (ETSC, Fræðslumiðstöð atvinnulífsins), where job competency standards are analysed through competency analysis, evaluation lists are developed for the jobs, and subsequently, competency is certified through the issuance of professional certificates. The contracting parties will compile a list of the jobs covered by this agreement, and the summary is expected to be ready no later than 30 June 2025.

Protocol on the Sick Leave Arrangement for Travel and Project-Based Employees [2024]

During the period from 1 September 2024 to 1 October 2025, the contracting parties will review the implementation of the sick leave rights of project-based employees and develop educational materials to ensure that travel and project-based employees receive sick leave rights in accordance with the collective agreement. The parties will establish a timeline and work plan for this task. The first meeting will take place no later than 10 September 2024, where the meeting and work plan will be finalized. Either party may request the assistance of the State Conciliation and Mediation Officer (SCMO) if needed.

If the joint review concludes that the current arrangement is unclear or does not effectively ensure the sick leave rights of travel and project-based employees, the parties will explore alternative ways to implement the sick leave rights under the collective agreement.

Protocol on fake contractor work [2024]

Employees, in the context of this collective agreement, are those who are hired to perform tasks under the employer's supervision during agreed working hours, to resolve the tasks that the employer assigns and is responsible for. Employees receive wages and enjoy other rights in accordance with the protocols of this collective agreement.

Contractual agreements should not be used instead of employment contracts unless the nature of the work and the project to be resolved primarily meets the criteria according to the Tax Authority's definition of contractual work.

The contracting parties commit to ensuring that their members honour these protocols and that workplace inspections, based on Act No. 42/2010 on Workplace ID Cards and Inspections at Workplaces, also include monitoring of false self-employment.

Protocol on Quality and Safety Issues [2024]

To maintain and ensure safety in guiding in Iceland, the contracting parties will initiate a dialogue with the authorities to create a cooperation platform on safety, quality, environmental protection, and guide education. Simultaneously, the parties will engage in discussions with the authorities to update the guidelines on safety and quality issues in the industry. This should

include defining specific safety requirements for various types of guiding, equipment, training, and education in each guiding sector.

Additionally, the discussion will cover how to maintain the knowledge and training of guides in each sector while considering the laws and regulations in force at any given time.

The contracting parties agree to continue implementing the recommendations of the working group to strengthen and enhance the education and training of guides, with an emphasis on consumer protection, environmental protection, and safety as appropriate.

The parties place special emphasis on ensuring that safety equipment is adequate for the conditions and meets the safety regulations in force at any given time.

The contracting parties will work together and encourage the authorities to take action against social dumping, thereby protecting the competitiveness of Icelandic tourism.

Work will commence on October 1, 2024. A status meeting will take place in April 2025, and the project will be completed by May 1, 2026. Either party may request the assistance of the State Conciliator for meeting facilitation if needed.

A new paragraph shall be added at the end of the protocol on Guide Education and Work from 2019:

Regular continuing education courses for guides should be established.

Tourist Guide Union's (Leiðsögn) pay scales 2024 – 2027

Pay scales	1.2.2024	1.1.2025	1.1.2026	1.1.2027
L.fl. 1.				
Starting wages	470.927	497.183	523.439	548.695
L.fl. 2				
Starting wages	470.927	497.183	523.439	548.695
After 1 year	478.355	502.105	525.855	551.105
L.fl. 3				
Starting wages	476.225	501.276	526.248	551.645
After 1 year	490.364	514.114	537.864	561.614
After 3 year	506.220	529.970	553.720	577.470
After 5 year	509.844	533.594	557.344	581.094
L.fl. 4				
Starting wages	482.670	506.420	530.170	553.920
After 1 year	503.412	527.162	550.912	574.662
After 3 year	519.711	543.461	567.211	590.961
After 5 year	524.436	549.686	574.936	600.186